

STATE OF SOUTH CAROLINA

(Caption of Case)

As a distribution-only water customer of Utilities  
Services of SC I request the Public Service  
Commission's assistance in reducing and controlling  
my costs for water.

215279  
BEFORE THE  
PUBLIC SERVICE COMMISSION  
OF SOUTH CAROLINA

COVER SHEET

DOCKET  
NUMBER: 2009 - 75 - W

(Please type or print)

Submitted by: Melanie Wilson

SC Bar Number: \_\_\_\_\_

Address: 1010 Windwood Dr.  
Anderson, SC 29621

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

Other: \_\_\_\_\_

Email: \_\_\_\_\_

NOTE: The cover sheet and information contained herein neither replaces nor supplements the filing and service of pleadings or other papers as required by law. This form is required for use by the Public Service Commission of South Carolina for the purpose of docketing and must be filled out completely.

DOCKETING INFORMATION (Check all that apply)

☐ Emergency Relief demanded in petition

☒ Request for item to be placed on Commission's Agenda expeditiously

☐ Other: \_\_\_\_\_

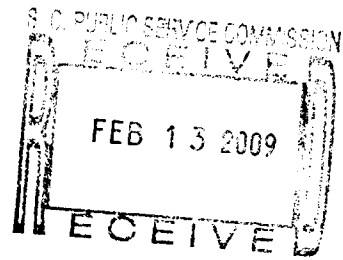
INDUSTRY (Check one)	NATURE OF ACTION (Check all that apply)		
<input type="checkbox"/> Electric	<input type="checkbox"/> Affidavit	<input type="checkbox"/> Letter	<input type="checkbox"/> Request
<input type="checkbox"/> Electric/Gas	<input type="checkbox"/> Agreement	<input type="checkbox"/> Memorandum	<input type="checkbox"/> Request for Certification
<input type="checkbox"/> Electric/Telecommunications	<input type="checkbox"/> Answer	<input type="checkbox"/> Motion	<input type="checkbox"/> Request for Investigation
<input type="checkbox"/> Electric/Water	<input type="checkbox"/> Appellate Review	<input type="checkbox"/> Objection	<input type="checkbox"/> Resale Agreement
<input type="checkbox"/> Electric/Water/Telecom.	<input type="checkbox"/> Application	<input type="checkbox"/> Petition	<input type="checkbox"/> Resale Amendment
<input type="checkbox"/> Electric/Water/Sewer	<input type="checkbox"/> Brief	<input type="checkbox"/> Petition for Reconsideration	<input type="checkbox"/> Reservation Letter
<input type="checkbox"/> Gas	<input type="checkbox"/> Certificate	<input type="checkbox"/> Petition for Rulemaking	<input type="checkbox"/> Response
<input type="checkbox"/> Railroad	<input type="checkbox"/> Comments	<input type="checkbox"/> Petition for Rule to Show Cause	<input type="checkbox"/> Response to Discovery
<input type="checkbox"/> Sewer	<input checked="" type="checkbox"/> Complaint	<input type="checkbox"/> Petition to Intervene	<input type="checkbox"/> Return to Petition
<input type="checkbox"/> Telecommunications	<input type="checkbox"/> Consent Order	<input type="checkbox"/> Petition to Intervene Out of Time	<input type="checkbox"/> Stipulation
<input type="checkbox"/> Transportation	<input type="checkbox"/> Discovery	<input type="checkbox"/> Prefiled Testimony	<input type="checkbox"/> Subpoena
<input checked="" type="checkbox"/> Water	<input type="checkbox"/> Exhibit	<input type="checkbox"/> Promotion	<input type="checkbox"/> Tariff
<input type="checkbox"/> Water/Sewer	<input type="checkbox"/> Expedited Consideration	<input type="checkbox"/> Proposed Order	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Administrative Matter	<input type="checkbox"/> Interconnection Agreement	<input type="checkbox"/> Protest	
<input type="checkbox"/> Other: _____	<input type="checkbox"/> Interconnection Amendment	<input type="checkbox"/> Publisher's Affidavit	
	<input type="checkbox"/> Late-Filed Exhibit	<input type="checkbox"/> Report	

Print Form

Reset Form

February 11, 2009

Melanie Wilson  
1010 Windwood Drive  
Anderson, SC 29621



Dear Public Service Commission,

I am writing to file a formal complaint against Utilities Services of South Carolina. In the enclosed document I have stated my specific complaints against this utility company. I have repeatedly contacted both the utility and the Office of Regulatory Staff with questions and concerns. While treating me respectfully, they have not dealt satisfactorily with my complaints and have left me with many unanswered questions concerning billing, rates, water loss, etc.

I respectfully request a hearing before the PSC in order to receive relief from the questionable billing and costs I incur through this company. I would like my proceedings to be consolidated with Docket No. 2009-39-W if possible. Please see the enclosed information.

Thank you,

Melanie Wilson

## **Summary of relief sought from the Commission**

I respectfully request the following:

1. **Pass-through** – that the “pass-through” billing provision of purchased water included in the Commission Order No. 2006-22 for Docket No. 2005-217-WS be reversed. Alternatively, if “pass-through” provision remains I ask that procedures are identical to Kiawah Island procedures in Order No. 2002-285. Minimally, I request that USSC bill supply charges, whether included in a commodity charge or itemized as a supply charge, at exactly the same rate as would be published in a tariff approved by the Commission. Additionally, I ask for adjustment of all bills of affected distribution-only customers retroactive to the rate approval date under Docket No. 2005-217-WS.
2. **Timely Billing** – that USSC be required in the future to bill on a timely and consistent basis.
3. **Reporting** - that USSC be held accountable for the questionable reporting on water loss report or refund consumers for negative water loss.
4. **Scrutinize Cost Basis** – that the cost basis for the published distribution charge be scrutinized. I would like to know how our distribution cost is justified.
5. **Consolidation** – that the Commission consider my motion for consolidation of my proceedings with Docket No. 2009-39-W under SC Code of Regulations 103-840.

### **Item 1 – Pass-Through**

#### **Detailed justifications for relief sought from Commission**

The USSC pass-through provision for purchased water was adopted into Order No. 2006-22 under Docket No. 2005-217-WS in item 9 in the Settlement agreement (attached as Exhibit A on Docket No. 2009-39-W). The right to pass through water supply charges was granted by the Commission conditional on USSC

“...compliance with the procedure established by the commission in its Order No. 2002-285, Docket No. 2001-164-W/S.”

The pass through procedure established in Order No. 2002-285 (attached as Exhibit B on Docket No. 2009-39-W) allows the Company to

“...pass through any increases in its water cost... (from bulk water supplier)... straight to its customers”.

The intent of this provision was so that with the pass through mechanism

“...the potable rate to the customers could be adjusted, with Commission oversight, on a timely basis, and eliminate the

immediate need for a rate application to compensate for this expense”.

The order gave instructions to the Company to

“...submit its proposed adjustment for study at least 60 days in advance of its time to originate the new charge. The Commission would then have the ability to analyze the increase prior to it going into effect, and could reject it if any irregularities are found”.

It is my understanding that the Company referenced in Order No. 2002-285, Kiawah Island Utilities, bills their customers a basic facilities charge plus a specified commodity rate per 1000 gallons, plus a DHEC charge. Each time Kiawah’s bulk water supplier, St John’s Water Company, has increased its bulk water rates since the Order, Kiawah Island Utilities has submitted a letter and supporting documentation to the Commission for review and approval of each exact rate increase (most recent example is attached as Exhibit C on Docket No. 2009-39-W). Kiawah Island has continued to bill its customers a consistent rate per 1000 gallons beyond each of its requests. It appears that Kiawah Island has employed a procedure which balances the spirit of the “pass-through” mechanism with the fairness of published tariffs. Any Kiawah Island customer can reconcile a bill with the current, published tariff schedule.

USSC has employed a much different pass through procedure with its customers. USSC is not merely passing through *changes* in supply costs, instead USSC is passing through the entire costs of purchased water. Instead of a commodity charge, USSC bills a rate per 1000 gallons for distribution, plus a rate per 1000 gallons for supply. (See USSC customer bill attached as Exhibit D on Docket No. 2009-39-W and Kiawah Island Utilities bills attached as Exhibit E on Docket No. 2009-39-W.) The distribution charge is defined in tariffs approved by the commission, but the supply charge escalates regularly with no commission oversight and is not published in an approved tariff schedule. I understand that the rate per 1000 gallons of supply on USSC bills is calculated by dividing 100% of the master meter bill serving a subdivision by the sum total consumption of consumer meters in that subdivision. I have several concerns with the USSC pass-through billing method:

- Distribution-only consumers pay for water lost between master meter and individual meters, yet consumers have no control or influence over controlling this expenditure. Water lost by USSC in the Dutchman Shores subdivision from September 2007 through August 2008 was 13.23%.
- Distribution-only consumers pay a distorted percentage of USSC distribution costs. There is no documentation in either of USSC’s last two rate cases, Docket Nos. 2005-217-WS and 2007-286-WS, supporting the distribution charge per 1000 gallons. Based on the financial documentation provided by USSC during each of the two aforementioned rate cases, I cannot see how USSC allocated enough of their operating costs to justify our distribution rate. We need more documentation to assess a more appropriate charge for reading meters, billing, and handling customer calls.

- USSC has only employed the pass-through notice procedures outlined in Order No. 2002-285 one time for a City of West Columbia rate increase in 2006. I understand that City of Columbia has had a rate increase each July in the amount of about 5%, yet USSC has not asked for Commission review or given customer notification of any of these rate increases. This begs the question of how many other bulk water supply charge increases are being passed through to USSC consumers in South Carolina with no due diligence to follow ordered procedures. Since approval of rate case Docket No 2005-217-WS, the water supply charges have varied and increased from \$2.33 per 1000 gallons June 2007 to \$5.63 per 1000 gallons November 2007 to \$3.81 per 1000 gallons October 2008 in Lakewood subdivision (examples attached) with no Commission review to implement these rate changes.
- There is currently no audit of compliance with the procedures in Order No. 2002-285 except customer complaint.
- The ability for USSC to pass-through any charges from bulk water suppliers does not incent USSC to watch costs. Although I do not understand how much influence private water resellers have with bulk water suppliers, I understand that consumers have virtually no influence. I do understand that USSC is not incented to control water loss, adjustments, individual consumer water leaks, etc under the current procedure.
- As a distribution-only water consumer of USSC I am paying 212-238% of my neighboring subdivisions for the same water (see attached Exhibit G on Docket No. 2009-39-W).
- USSC is passing through the entire cost of purchased water instead of passing through only the changes in purchased water cost. This is a blatant disregard of the spirit of the pass-through mechanism.

I also note that the Commission cited its concerns with the USSC distribution-only customer rates in its "Commission Directive", February 6, 2008, Docket No. 2007-286-WS as follows:

"Lastly, I was troubled by the testimony that we heard from Anderson-area customers. That testimony showed that the Anderson distribution-only customers are paying water rates that are much higher than those paid by their neighbors in nearby subdivisions, who purchase their water from the same municipal system. For example, Melanie Wilson testified that USSC customers in the Lakewood Subdivision already pay 142% more than their neighbors in the Green Hill Subdivision, who are customers of Hammond Water District. The proposed orders submitted to us by the ORS and the Company would result in Lakewood residents paying an estimated 182% more than Green Hill residents, based on the Hammond usage rate of \$2.34 per 1,000 gallons. I find this disparity troubling, and I have yet to hear a convincing explanation for it. The Company has also failed to provide a reasonable explanation for the proposed increase in the distribution-only rate."

I request is that the Commission exercises its jurisdiction under SC Code of Laws 58-5-320 and stops the pass-through billing by USSC. Additionally I ask that the Commission exercise jurisdiction under SC Code of Laws 58-5-290 and adjust distribution-only customer water rates to a fixed rate per 1000 gallons. I ask to pay the same rate as turnkey customers' commodity charge (\$3.91 per 1000 gallons per 2005-217-WS, currently higher under Surety Bond billing) with no pass-through charges for water supply. Alternatively, I would ask the Commission and the Office of Regulatory Staff to establish a fair, justifiable, and competitive rate for distribution-only water customers. At a bare minimum, I request to pay a published, approved tariff which is reasonable in the marketplace. I ask that the new rate structure be applied retroactive to the order approving the pass-through in Docket No. 2005-217-WS.

**"SECTION 58-5-290.** Correction by Commission of improper rates and the like. Whenever the Commission shall find, after hearing, that the rates, fares, tolls, rentals, charges or classifications or any of them, however or whensoever they shall have theretofore been fixed or established, demanded, observed, charged or collected by any public utility for any service, product or commodity, or that the rules, regulations or practices, or any of them, affecting such rates, fares, tolls, rentals, charges or classifications, or any of them, are unjust, unreasonable, noncompensatory, inadequate, discriminatory or preferential or in any wise in violation of any provision of law, the Commission shall, subject to review by the courts, as herein provided, determine the just and reasonable fares, tolls, rentals, charges or classifications, rules, regulations or practices to be thereafter observed and enforced and shall fix them by order as herein provided.

**SECTION 58-5-320.** Recision, alteration or amendment of order or decision. The commission may, at any time, upon notice and opportunity to the public utility affected and the regulatory staff to be heard, rescind, alter, or amend any order or decision made by it. Any order rescinding, altering, or amending a prior order or decision shall, when served upon the public utility affected, have the same effect as is herein provided for original orders or decisions."

## **Item 2-Timely Billing**

### **Detailed justifications for relief sought from Commission**

USSC customers received a new billing format effective July 2008 (the same time as the 2007 rate increase was put in place under the surety bond.). Since that time, bills have arrived in homes at irregular periods with no consistent bill date each month. Furthermore, the bills each month are for water consumed two months earlier. For example, in July 2007 we were billed for water consumed from April to June 2007 and that bill was based on an estimated read, not an actual read of the meter. I received a bill with a bill date of October 26, 2008 and then the next bill I received was for a bill date of

December 8, 2008. There was no interruption in the monthly meter reading, just an unexplainable delay in the billing. In January 2008 my bill was for a meter reading from October 15 to November 15, 2008. The bill dates are irregular and keep putting more and more time between the time the meter is read and the time the payment is due. In addition to these delays in the billing, the date the bill arrives in the mail can be up to two weeks past the Bill Date. The USSC cannot give any explanation for the delay in the receiving of the bill. This is true of many of the residences in Lakewood Subdivision. We frequently have to call customer service to find out when our bill is due and what amount is due to ensure we will not be late in paying.

I respectfully request that the Commission define “timely” for USSC and require that bills be mailed within the prescribed “timely” period after monthly meter reading. Additionally I ask that the Commission enact a procedure for USSC to provide an alternate means of consumer access to consumption levels during periods when bills cannot be sent in a timely fashion. I feel that USSC should be able to mail consumers some sort of notice, and/or provide a portal on their website, to advise customer of delayed billing and consumption levels for planning purposes.

### **Item 3-Reporting**

#### **Detailed justifications for relief sought from Commission**

- After unusually high water supply charges and steady increases in the charge for several months from October 2007 and after, I questioned the reason for this. I was told there must be an underground leak. An independent company was used to try to detect any underground leaks in the system throughout the entire Lakewood Subdivision. It was determined no leak was found, but no explanation was given for the higher supply charge.
- System flushing is given as a possible explanation for higher water usage when I have never once seen any flushing of the system and no other resident has witnessed this.

I ask that the Commission order USSC to justify the numbers reported by them on water loss and reimburse residents for over-charging in pass-through supply charge. This may be taken care of dependant on the Commission ruling of our request in Item 1.

### **Item 4-Scrutinize Cost Basis**

#### **Detailed justifications for relief sought from Commission**

USSC is owned by Utilities, Inc. Utilities, Inc owns five water companies in SC, and many more besides. All five SC water companies are served out of the same office located at 110 Queen Parkway, West Columbia, SC. The same agents answer calls for all

five companies and we suspect that common employees share other cross-company functions as well. Additionally, all billing is sent from corporate headquarters in IL, so we suspect that other cross-company functions are sourced from the corporate headquarters as well. In light of these companies being so closely intertwined we wonder if USSC used a more than appropriate portion of employee labor costs for justification in the USSC rate cases. In fact I was told that all other water companies in this area of Anderson use a contracted company to read meters. To my knowledge, USSC is the only company in this area to employ its own meter reader. My speculation was further promulgated by the fact that USSC asked for another distribution rate increase in the 2007-286-WS docket. There is absolutely no reason why USSC should have incurred higher costs to provide meter reading, billing, customer service agents, and collection to us. USSC does not supply water to us distribution-only customers and, in fact, passes 100% of its variable supply costs through to us currently. I would like to be provided detailed financials outlining the allocation of costs incurred in distribution-only service to us and Utilities, Inc other water companies.

## **Item 5 - Consolidation**

### **Detailed justifications for relief sought from Commission**

SC Code of Regulations 103-840 allows the Commission, at its discretion, to consolidate proceedings involving similar questions of law or fact where rights will not be prejudiced. It is my belief that consolidation will relieve the Commission of the undue burden of multiple proceedings for virtually the same issues.

## **Closing**

I believe that USSC should be allowed to earn a fair rate of return. However, I also feel that consumers should have access to reasonably-priced potable water. Because we USSC distribution-only customers pay rates in multiples of what most other water consumers pay, we feel that one or more of the following should be investigated:

- USSC allow us to become consumers of supplying municipalities directly
- tariffs be adjusted to within 10% of supplying water system customers
- USSC cost basis be highly scrutinized

Because the rights to serve water in South Carolina seem to be allocated by many local governments, it would be a huge undertaking to effect change in this area. However, I have seen USSC give up its rights to serve water in smaller neighborhoods when USSC



cannot supply water for as reasonable a price as the local supplying government. An example of this situation is displayed in Order No. 2006-350, Docket No. 2006-112-W when USSC sold its rights to serve water to Lancaster County Water and Sewer District. We question why USSC continues to serve us distribution-only customers in light of the fact that they are charging us almost 200% of what direct customers pay for the same supplying water. I am open to any direction in this regard.

Tariffs are established under the guidance of the Office of Regulatory Staff and the approval of the Public Service Commission, and I hold the highest regard for the missions of these agencies. I have asked the Office of Regulatory Staff to justify the cost basis directly associated with the approved charges to USSC distribution-only customers. The Staff asserted that the portion of USSC costs to operate the utility was "evaluated and determined to be appropriate." Although I still question how a distribution charge of \$2.24 (currently billed at \$2.91 under surety bond) is justified, I am not sure how else to further pursue this.

I am just an ordinary citizen who does not have the resources to launch full audits of this utility. Please, allow USSC distribution-only customers the rate relief requested in this action. Petitions with upward of 90 signatures, representing 5 distribution-only neighborhoods are attached as Exhibit L on Docket No. 2009-39-W.



2/10/2009

Utilities Services of South Carolina  
Phone: (800) 367-4314  
Collections: (800) 367-4314  
Customer Service: (800) 367-4314  
www.uiwater.com

Bill Date	Account Number	Due Date	Please Pay
01/14/2009		2/10/2009	\$ 77.78

Name MELANIE WILSON

Primary Telephone # (864) 224-9998

Service Address 1010 WINDWOOD DR, ANDERSON, SC, 29621

Activity Since Last Bill

Previous Balance	\$62.52
Payments received as of 01/14/2009	\$-62.52
Balance as of 01/14/2009	\$0.00

Water Distribution and Purchased Water Charge

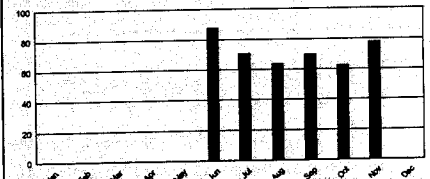
Water Distribution Base Charge	\$16.53
Distribution Charge of 8,960 gallons at \$2.91 per 1,000 gallons	\$26.07
Water Supply Charge of 8,960 gallons at \$0.0038058 per gallon	\$34.10
SC DHEC Fee	\$1.08
Total Water Distribution and Purchased Water Charge	\$77.78
Total Amount Due	\$77.78

last month was 2.58

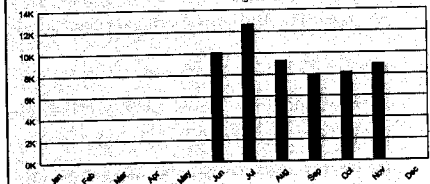
Summary of Service

Meter Reading	Meter #	57354661
Current	493570	11/15/2008
Previous	484610	10/15/2008
Usage	8,960 Gallons	
Number of Days:	31	
Average Daily Use:	289 Gallons	
Average Daily Cost:	\$ 2.51	

Billing History



Consumption History



Our area under mandatory water restrictions at this time

A fee of 1.5% per month will be added if unpaid by the due date.  
Make check payable to: Utilities Services of South Carolina

Messages



2335 Sanders Road  
Northbrook, IL 60062

Account Number

Due Date: 2/10/2009

Amount Paid

Please Pay \$ 77.78

MELANIE WILSON  
1010 WINDWOOD DR  
ANDERSON SC 29621

Utilities Services of South Carolina  
PO BOX 4509  
West Columbia SC 29171-4509





*Paid online  
12-30-08  
Previous due  
date was 11/24*

Utilities Services of South Carolina  
Phone: (800) 367-4314  
Collections: (800) 367-4314  
Customer Service: (800) 367-4314  
www.uiwater.com

Bill Date	Account Number	Due Date	Please Pay
12/08/2008		1/5/2009	\$ 62.52

Name **MELANIE WILSON** Primary Telephone # (864) 224-9998

Service Address 1010 WINDWOOD DR, ANDERSON, SC, 29621

**Activity Since Last Bill**

Previous Balance	\$69.89
Payments received as of 12/08/2008	\$-69.89
Balance as of 12/08/2008	\$0.00

**Water Distribution and Purchased Water Charge**

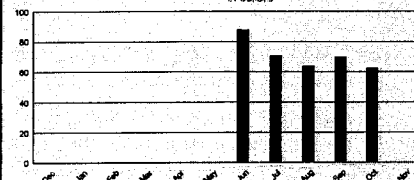
Water Distribution Base Charge	\$16.53
Distribution Charge of 8,180 gallons at \$2.91 per 1,000 gallons	\$23.80
Water Supply Charge of 8,180 gallons at \$0.0025804 per gallon	\$21.11
SC DHEC Fee	\$1.08
Total Water Distribution and Purchased Water Charge	\$62.52

**Total Amount Due** **\$62.52**

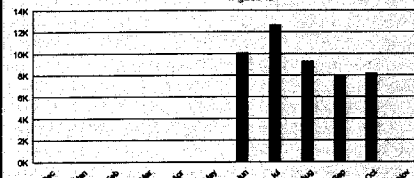
**Summary of Service**

Meter Reading	Meter #	57354661
Current	484610	10/15/2008
Previous	476430	09/12/2008
Usage	8,180 Gallons	
Number of Days:	33	
Average Daily Use:	248 Gallons	
Average Daily Cost:	\$ 1.89	

**Billing History**  
in dollars



**Consumption History**  
in gallons



*Last bill date was  
10/26/08. Why?  
No delay in meter reading*

A fee of 1.5% per month will be added if unpaid by the due date.  
Make check payable to: Utilities Services of South Carolina

**Messages**



2335 Sanders Road  
Northbrook, IL 60062

MELANIE WILSON  
1010 WINDWOOD DR  
ANDERSON SC 29621



Account Number: [REDACTED]

Due Date: 1/5/2009

Please Pay \$ 62.52

*Paid online 12-30-08*  
Amount Paid

**62.52**

*Paid online 12/30/08*

Utilities Services of South Carolina  
PO BOX 4509  
West Columbia SC 29171-4509



# Utilities, Inc.®

Utilities Services of South Carolina

Phone: (800) 367-4314

Collections: (800) 367-4314

Customer Service: (800) 367-4314

www.uiwater.com

*Paid on line  
Nov 18*

Bill Date	Account Number	Due Date	Please Pay
10/26/2008		11/24/2008	\$ 69.89

Name **MELANIE WILSON**

Primary Telephone # **(864) 224-9998**

Service Address **1010 WINDWOOD DR, ANDERSON, SC, 29621**

## Activity Since Last Bill

Previous Balance	\$63.65
Payments received as of 10/26/2008	\$-63.65
Balance as of 10/26/2008	\$0.00

## Water Distribution and Purchased Water Charge

Water Distribution Base Charge	\$16.53
Distribution Charge of 7,960 gallons at \$2.91 per 1,000 gallons	\$23.16
Water Supply Charge of 7,960 gallons at \$0.0036579 per gallon	\$29.12
SC DHEC Fee	\$1.08
Total Water Distribution and Purchased Water Charge	\$69.89

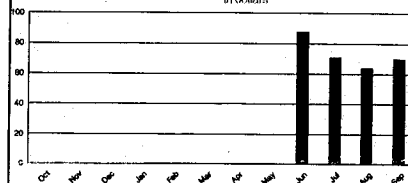
Total Amount Due *last month was 2104* **\$69.89**

## Summary of Service

Meter Reading	Meter #	57354661
Current	476430	09/12/2008
Previous	468470	08/11/2008
Usage	7,960 Gallons	
Number of Days:	32	
Average Daily Use:	249 Gallons	
Average Daily Cost:	\$ 2.18	

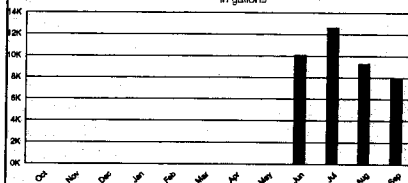
## Billing History

in dollars



## Consumption History

in gallons



A fee of 1.5% per month will be added if unpaid by the due date.

Make check payable to: Utilities Services of South Carolina

## Messages

# Utilities, Inc.®

2335 Sanders Road  
Northbrook, IL 60062

MELANIE WILSON  
1010 WINDWOOD DR  
ANDERSON SC 29621



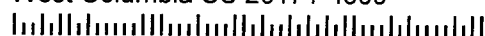
Account Number: [REDACTED]

Due Date: 11/24/2008

Please Pay **\$ 69.89**

Amount Paid

Utilities Services of South Carolina  
PO BOX 4509  
West Columbia SC 29171-4509





*Paid online  
10-14-08*

Utilities Services of South Carolina  
Phone: (800) 367-4314  
Collections: (800) 367-4314  
Customer Service: (800) 367-4314  
[www.uiwater.com](http://www.uiwater.com)

Bill Date	Due Date	Please Pay
09/23/2008	10/20/2008	\$ 63.65

Name **MELANIE WILSON** Primary Telephone # **(864) 224-9998**

Service Address **1010 WINDWOOD DR, ANDERSON, SC, 29621**

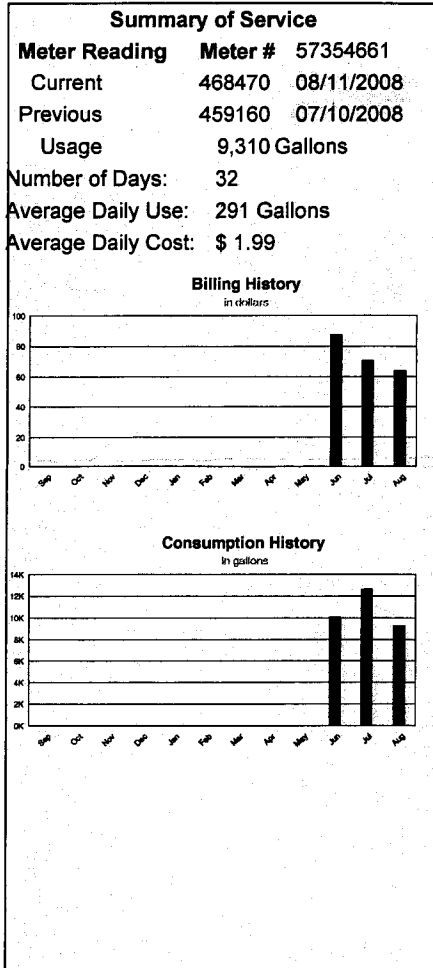
**Activity Since Last Bill**

Previous Balance	\$70.75	
Payments received as of 09/23/2008	\$-70.75	
Balance as of 09/23/2008		\$0.00

**Water Distribution and Purchased Water Charge**

Water Distribution Base Charge	\$16.53	
Distribution Charge of 9,310 gallons at \$2.91 per 1,000 gallons	\$27.09	
Water Supply Charge of 9,310 gallons at \$0.0020357 per gallon	\$18.95	
SC DHEC Fee	\$1.08	
Total Water Distribution and Purchased Water Charge		\$63.65

**Total Amount Due** **\$63.65**



A fee of 1.5% per month will be added if unpaid by the due date.  
Make check payable to: Utilities Services of South Carolina

**Messages**



2335 Sanders Road  
Northbrook, IL 60062



Account Number:

Due Date: 10/20/2008

Amount Paid

Please Pay **\$ 63.65**

MELANIE WILSON  
1010 WINDWOOD DR  
ANDERSON SC 29621

Utilities Services of South Carolina  
PO BOX 4509  
West Columbia SC 29171-4509  
[Barcode]



Utilities Services of South Carolina  
 Phone: (800) 367-4314  
 Collections: (800) 367-4314  
 Customer Service: (800) 367-4314  
 www.uiwater.com

Bill Date	Due Date	Please Pay
08/28/2008	9/24/2008	\$ 70.75

Name **MELANIE WILSON** Primary Telephone # **(864) 224-9998**  
 Service Address **1010 WINDWOOD DR, ANDERSON, SC, 29621**

**Activity Since Last Bill**

Previous Balance \$87.71  
 Payments received as of 08/28/2008 \$-87.71  
 Balance as of 08/28/2008 \$0.00

**Water Distribution and Purchased Water Charge**

Water Distribution Base Charge \$16.53  
 Distribution Charge of 12,653 gallons at \$2.91 per 1,000 gallons \$36.82  
 Water Supply Charge of 12,653 gallons at \$0.0012901 per gallon \$16.32  
 SC DHEC Fee \$1.08

Total Water Distribution and Purchased Water Charge \$70.75

**Total Amount Due \$70.75**

*Paid  
 online  
 9/10/2008*

*Higher usage based on  
estimated meter read.  
 I have no record of an corrections  
 due to the estimated read.*

**Summary of Service**

Meter Reading Meter # 57354661  
 Current 459160 07/10/2008  
 Previous 446507 06/10/2008 E  
 Usage 12,653 Gallons  
 Number of Days: 30  
 Average Daily Use: 422 Gallons  
 Average Daily Cost: \$ 2.36

**Billing History**  
 in dollars

**Consumption History**  
 in gallons

A fee of 1.5% per month will be added if unpaid by the due date.  
 Make check payable to: Utilities Services of South Carolina

**Messages**



2335 Sanders Road  
 Northbrook, IL 60062



Account Number

Due Date: 9/24/2008

Amount Paid

Please Pay \$ 70.75

MELANIE WILSON  
 1010 WINDWOOD DR  
 ANDERSON SC 29621

Utilities Services of South Carolina  
 PO BOX 4509  
 West Columbia SC 29171-4509





Bill received on 7/18/08

Paid online - 7/22/08

Utilities Services of South Carolina  
Phone: (800) 367-4314  
Collections: (800) 367-4314  
Customer Service: (800) 367-4314  
www.uiwater.com

Bill Date	Account Number	Due Date	Please Pay
07/02/2008		7/28/2008	\$ 87.71

Name **MELANIE WILSON**

Primary Telephone # (864) 224-9998

Service Address 1010 WINDWOOD DR, ANDERSON, SC, 29621

**Activity Since Last Bill**

Previous Balance	\$0.00	
Payments received as of 07/02/2008	\$0.00	
Balance as of 07/02/2008		\$0.00

**Water Distribution and Purchased Water Charge**

Water Distribution Base Charge	\$8.15	
Water Distribution Base Charge	\$22.04	
Distribution Charge of 3,008 gallons at \$0.00224	\$6.74	
Distribution Charge of 7,079 gallons at \$0.00291	\$20.60	
Water Supply Charge of 10,087 gallons at \$0.0027883 per gallon	\$28.13	
SC DHEC Fee	\$2.05	
Total Water Distribution and Purchased Water Charge		\$87.71

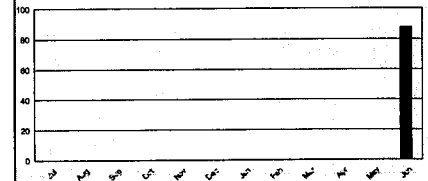
**Total Amount Due**

**\$87.71**

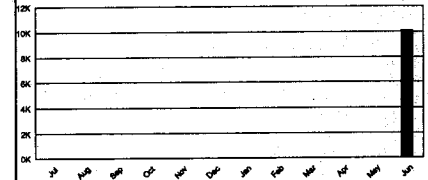
**Summary of Service**

Meter Reading	Meter #	57354661
Current	446507	06/10/2008 E
Previous	436420	04/14/2008
Usage	10,087 Gallons	
Number of Days:	57	
Average Daily Use:	177 Gallons	
Average Daily Cost:	\$ 1.54	

**Billing History**  
in dollars



**Consumption History**  
in gallons



A fee of 1.5% per month will be added if unpaid by the due date.  
Make check payable to: Utilities Services of South Carolina

**Messages**

Please note, though you may be receiving this current bill sooner than expected, the timeframe for which you are being billed is for a regular billing schedule.

Please note that your billed usage amount is based on an Estimated Read. If you have any questions, please contact your customer service office at the phone number listed above.



2335 Sanders Road  
Northbrook, IL 60062



Account Number:

Due Date: 7/28/2008

Amount Paid

Please Pay **\$ 87.71**

MELANIE WILSON  
1010 WINDWOOD DR  
ANDERSON SC 29621  
|||||

Paid  
online  
7-22-08

Utilities Services of South Carolina  
PO BOX 4509  
West Columbia SC 29171-4539  
|||||

**Utilities, Inc and Affiliated Companies**

UTILITIES SERVICES OF S.C.  
PO BOX 4509  
WEST COLUMBIA SC 29171-4539

**Acct #****Due Date** 06/01/08**Please Pay** \$48.91**Amount Paid**

\$

MELANIE WILSON  
1010 WINDWOOD DR  
ANDERSON SC 29621

*Paid 5/28  
ONLINE*

UTILITIES SERVICES OF S.C.  
PO BOX 4509  
WEST COLUMBIA SC 29171-4539

**Service Address Telephone #****Current # : (864) 224-9998**

To insure proper credit, return this portion. Please do not staple, clip, or tape.

\*\*\*\* PLEASE VISIT OUR WEBSITE AT [www.uiwater.com](http://www.uiwater.com) \*\*\*\*

**Remittance Address:**  
UTILITIES SERVICES OF S.C.  
PO BOX 4509  
WEST COLUMBIA SC 29171-4539

**For Service or Billing Inquiries Call:**  
803-796-9545 OR 800-367-4314

**To Pay By Credit or Debit Card, Call 1-877-527-7852.**  
**A Convenience Fee Will Be Charged.**

**Account Information****Description of Charges**

**Account #** [REDACTED]  
**Service Addr.** 1010 WINDWOOD DR  
**Bill Date** 05/07/08 **Due Date** 06/01/08

PRIOR BALANCE	\$0.00
SC DHEC FEE	\$1.08
WATER DISTRIBUTION CHARGE	\$29.40
DISTRICT WATER SUPPLY FEE	\$18.43 <i>2.75</i>

**Prior Read** 03/17/08 429720  
**Current Read** 04/14/08 436420  
**Usage** 6700  
**# of days this period** 28  
**Average daily usage** 239  
**Average daily water cost** \$1.09  
**Average daily sewer cost** \$0.00  
**Last Payment** 04/30/08 \$50.81

1 1/2% PER MONTH WILL BE ADDED TO  
ALL AMOUNTS NOT PAID BY THE DUE DATE. **Please Pay**

**\$48.91**

PLEASE PROVIDE YOUR SERVICE ADDRESS PHONE NUMBER

ON THE NET REMITTANCE FORM

SO WE MAY CONTACT YOU IN THE EVENT OF A SERVICE RELATED EMERGENCY.

\*\*\*\*\*

TO HELP US MAINTAIN SECURITY SURROUNDING YOUR DRINKING WATER SYSTEMS,  
PLEASE CALL OUR OFFICE AND THE POLICE IF YOU NOTICE SUSPICIOUS ACTIVITY.

\*\*\*\*\*

PAYMENT OPTIONS -- \$\$\$ -- WE CAN AUTOMATICALLY DRAFT YOUR PAYMENT FROM YOUR  
SAVINGS/CHECKING ACCOUNT FREE OF CHARGE. FOR INFORMATION, CALL OUR CUSTOMER  
SERVICE DEPARTMENT AT THE SERVICE & BILLING INQUIRY NUMBER LISTED ABOVE.

\*\*\*\*\*

TO PAY BY CREDIT, DEBIT (VISA & MASTERCARD) OR ELECTRONIC CHECK, CALL  
1-877-527-7852. PAYMENTS MADE ON ANY VISA CARD THAT CAN BE USED AS A DEBIT  
OR CREDIT CARD WILL BE PROCESSED AS A DEBIT CARD. PAY OVER THE INTERNET BY  
ACCESSING [PAYBYINTERNET.COM](http://PAYBYINTERNET.COM). MAKE INTERNET PAYMENTS TO OUR PARENT COMPANY  
UTILITIES INC. THERE IS A FEE FOR THESE PAYMENT OPTIONS. \*\*\*\*\*

\*\*\*\*\* YOU MUST ALLOW FOR CREDIT/DEBIT CARD PROCESSING TIME. \*\*\*\*\*

\*\* TO ASSURE PROPER CREDIT TO YOUR ACCOUNT FOR ONLINE OR PHONE PAYMENTS, \*\*

\*\*\*\* PLEASE ENTER YOUR 12 DIGIT WATER/SEWER ACCOUNT NUMBER CAREFULLY. \*\*\*\*

Rate Schedule Available Upon Request



UTILITIES SERVICES OF S.C.  
PO BOX 4509  
WEST COLUMBIA SC 29171-4539



Acct # [REDACTED]  
Due Date 04/01/08  
Please Pay \$59.18 Amount Paid \$

MELANIE WILSON  
1010 WINDWOOD DR  
ANDERSON SC 29621

UTILITIES SERVICES OF S.C.  
PO BOX 4509  
WEST COLUMBIA SC 29171-4539

Service Address Telephone # \_\_\_\_\_ Current # : (864) 224-9998

To insure proper credit, return this portion. Please do not staple, clip, or tape.

\*\*\*\* PLEASE VISIT OUR WEBSITE AT [www.uiwater.com](http://www.uiwater.com) \*\*\*\*

Remittance Address:  
UTILITIES SERVICES OF S.C.  
PO BOX 4509  
WEST COLUMBIA SC 29171-4539

For Service or Billing Inquiries Call:  
803-796-9545 OR 800-367-4314

To Pay By Credit or Debit Card, Call 1-877-527-7852.  
A Convenience Fee Will Be Charged.

#### Account Information

Account # [REDACTED]  
Service Addr. 1010 WINDWOOD DR  
Bill Date 03/07/08 Due Date 04/01/08

#### Description of Charges

PRIOR BALANCE	\$0.00
SC DHEC FEE	\$1.08
WATER DISTRIBUTION CHARGE	\$31.10
DISTRICT WATER SUPPLY FEE	\$27.00

Prior Read 01/15/08 415510  
Current Read 02/16/08 422970  
Usage 7460  
# of days this period 32  
Average daily usage 233  
Average daily water cost \$1.01  
Average daily sewer cost \$0.00  
Last Payment 03/04/08 \$61.50

1 1/2% PER MONTH WILL BE ADDED TO

ALL AMOUNTS NOT PAID BY THE DUE DATE. Please Pay

\$59.18

PLEASE PROVIDE YOUR SERVICE ADDRESS PHONE NUMBER

ON THE NET REMITTANCE FORM

SO WE MAY CONTACT YOU IN THE EVENT OF A SERVICE RELATED EMERGENCY.

\*\*\*\*\*

TO HELP US MAINTAIN SECURITY SURROUNDING YOUR DRINKING WATER SYSTEMS,  
PLEASE CALL OUR OFFICE AND THE POLICE IF YOU NOTICE SUSPICIOUS ACTIVITY.

\*\*\*\*\*

PAYMENT OPTIONS -- \$\$\$ -- WE CAN AUTOMATICALLY DRAFT YOUR PAYMENT FROM YOUR  
SAVINGS/CHECKING ACCOUNT FREE OF CHARGE. FOR INFORMATION, CALL OUR CUSTOMER  
SERVICE DEPARTMENT AT THE SERVICE & BILLING INQUIRY NUMBER LISTED ABOVE.

\*\*\*\*\*

TO PAY BY CREDIT, DEBIT (VISA & MASTERCARD) OR ELECTRONIC CHECK, CALL  
1-877-527-7852. PAYMENTS MADE ON ANY VISA CARD THAT CAN BE USED AS A DEBIT  
OR CREDIT CARD WILL BE PROCESSED AS A DEBIT CARD. PAY OVER THE INTERNET BY  
ACCESSING [PAYBYINTERNET.COM](http://PAYBYINTERNET.COM). MAKE INTERNET PAYMENTS TO OUR PARENT COMPANY  
UTILITIES INC. THERE IS A FEE FOR THESE PAYMENT OPTIONS. \*\*\*\*\*

\*\*\*\*\* YOU MUST ALLOW FOR CREDIT/DEBIT CARD PROCESSING TIME. \*\*\*\*\*

\*\* TO ASSURE PROPER CREDIT TO YOUR ACCOUNT FOR ONLINE OR PHONE PAYMENTS, \*\*

\*\*\*\* PLEASE ENTER YOUR 12 DIGIT WATER/SEWER ACCOUNT NUMBER CAREFULLY. \*\*\*\*

Rate Schedule Available Upon Request

**Utilities, Inc and Affiliated Companies**

UTILITIES SERVICES OF S.C.  
PO BOX 4509  
WEST COLUMBIA SC 29171-4539



Acct # [REDACTED]  
Due Date 03/04/08  
Please Pay \$61.50 Amount Paid \$61.50

MELANIE WILSON  
1010 WINDWOOD DR  
ANDERSON SC 29621

*Paid  
March 4*

UTILITIES SERVICES OF S.C.  
PO BOX 4509  
WEST COLUMBIA SC 29171-4539

Service Address Telephone # \_\_\_\_\_ Current # : (864) 224-9998

To insure proper credit, return this portion. Please do not staple, clip, or tape.

\*\*\*\* PLEASE VISIT OUR WEBSITE AT [www.uiwater.com](http://www.uiwater.com) \*\*\*\*

Remittance Address:  
UTILITIES SERVICES OF S.C.  
PO BOX 4509  
WEST COLUMBIA SC 29171-4539

For Service or Billing Inquiries Call:  
803-796-9545 OR 800-367-4314  
To Pay By Credit or Debit Card, Call 1-877-527-7852.  
A Convenience Fee Will Be Charged.

**Account Information**

**Description of Charges**

Account # [REDACTED]  
Service Addr. 1010 WINDWOOD DR  
Bill Date 02/08/08 Due Date 03/04/08  
Prior Read 12/14/07 407340  
Current Read 01/15/08 415510  
Usage 8170  
# of days this period 32  
Average daily usage 255  
Average daily water cost \$1.06  
Average daily sewer cost \$0.00  
Last Payment 02/04/08 \$71.27

PRIOR BALANCE \$0.00  
SC DHEC FEE \$1.08  
WATER DISTRIBUTION CHARGE \$32.69  
DISTRICT WATER SUPPLY FEE \$27.73 3.39

1 1/2% PER MONTH WILL BE ADDED TO  
ALL AMOUNTS NOT PAID BY THE DUE DATE. Please Pay \$61.50

PLEASE PROVIDE YOUR SERVICE ADDRESS PHONE NUMBER  
ON THE NET REMITTANCE FORM

SO WE MAY CONTACT YOU IN THE EVENT OF A SERVICE RELATED EMERGENCY.

\*\*\*\*\*

TO HELP US MAINTAIN SECURITY SURROUNDING YOUR DRINKING WATER SYSTEMS,  
PLEASE CALL OUR OFFICE AND THE POLICE IF YOU NOTICE SUSPICIOUS ACTIVITY.

\*\*\*\*\*

PAYMENT OPTIONS -- \$\$\$ -- WE CAN AUTOMATICALLY DRAFT YOUR PAYMENT FROM YOUR  
SAVINGS/CHECKING ACCOUNT FREE OF CHARGE. FOR INFORMATION, CALL OUR CUSTOMER  
SERVICE DEPARTMENT AT THE SERVICE & BILLING INQUIRY NUMBER LISTED ABOVE.

\*\*\*\*\*

TO PAY BY CREDIT, DEBIT (VISA & MASTERCARD) OR ELECTRONIC CHECK, CALL  
1-877-527-7852. PAYMENTS MADE ON ANY VISA CARD THAT CAN BE USED AS A DEBIT  
OR CREDIT CARD WILL BE PROCESSED AS A DEBIT CARD. PAY OVER THE INTERNET BY  
ACCESSING [PAYBYINTERNET.COM](http://PAYBYINTERNET.COM). MAKE INTERNET PAYMENTS TO OUR PARENT COMPANY  
UTILITIES INC. THERE IS A FEE FOR THESE PAYMENT OPTIONS. \*\*\*\*\*

\*\*\*\*\* YOU MUST ALLOW FOR CREDIT/DEBIT CARD PROCESSING TIME. \*\*\*\*\*  
\*\* TO ASSURE PROPER CREDIT TO YOUR ACCOUNT FOR ONLINE OR PHONE PAYMENTS, \*\*  
\*\*\*\* PLEASE ENTER YOUR 12 DIGIT WATER/SEWER ACCOUNT NUMBER CAREFULLY. \*\*\*\*

Rate Schedule Available Upon Request

\*\*\* PLEASE VISIT OUR WEBSITE AT www.njwater.com \*\*\*

Remittance Address:  
UTILITIES SERVICES OF S.C.  
PO BOX 4509  
WEST COLUMBIA SC 29171-4539

For Service or Billing Inquiries Call:  
803-796-9545 OR 800-367-4314  
To Pay By Credit or Debit Card, Call 1-877-527-7852.  
A Convenience Fee Will Be Charged.

Account Information				Description of Charges	
Account #	[REDACTED]			PRIOR BALANCE	\$0.00
Service Addr.	1010 WINDWOOD DR			SC DHEC FEE	\$1.08
Bill Date	01/10/08	Due Date	02/04/08	WATER DISTRIBUTION CHARGE	\$30.27
Prior Read	11/15/07		400250	DISTRICT WATER SUPPLY FEE	\$39.92
Current Read	12/14/07		407340		
Usage			7090		
# of days this period	29				
Average daily usage	244				
Average daily water cost	\$1.08				
Average daily sewer cost	\$0.00				
Last Payment	12/26/07		\$69.54		
1 1/2% PER MONTH WILL BE ADDED TO ALL AMOUNTS NOT PAID BY THE DUE DATE. Please Pay					\$71.27

No explanation given for higher supply fee.  
No leaks found in neighborhood  
Went to both ORs + USOC for answers - why?

Bill date of 10/30/07

usage was 7140

amt. due was 56.38

supply fee was 3.49 per 1000

PLEASE PROVIDE YOUR SERVICE ADDRESS PHONE NUMBER

ON THE NET REMITTANCE FORM

SO WE MAY CONTACT YOU IN THE EVENT OF A SERVICE RELATED EMERGENCY.

\*\*\*\*\*

TO HELP US MAINTAIN SECURITY SURROUNDING YOUR DRINKING WATER SYSTEMS, PLEASE CALL OUR OFFICE AND THE POLICE IF YOU NOTICE SUSPICIOUS ACTIVITY.

\*\*\*\*\*

PAYMENT OPTIONS -- \$\$\$ -- WE CAN AUTOMATICALLY DRAFT YOUR PAYMENT FROM YOUR SAVINGS/CHECKING ACCOUNT FREE OF CHARGE. FOR INFORMATION, CALL OUR CUSTOMER SERVICE DEPARTMENT AT THE SERVICE & BILLING INQUIRY NUMBER LISTED ABOVE.

\*\*\*\*\*

TO PAY BY CREDIT, DEBIT (VISA & MASTERCARD) OR ELECTRONIC CHECK, CALL 1-877-527-7852. PAYMENTS MADE ON ANY VISA CARD THAT CAN BE USED AS A DEBIT OR CREDIT CARD WILL BE PROCESSED AS A DEBIT CARD. PAY OVER THE INTERNET BY ACCESSING PAYBYINTERNET.COM. MAKE INTERNET PAYMENTS TO OUR PARENT COMPANY UTILITIES INC. THERE IS A FEE FOR THESE PAYMENT OPTIONS. \*\*\*\*\*

\*\*\*\*\* YOU MUST ALLOW FOR CREDIT/DEBIT CARD PROCESSING TIME. \*\*\*\*\*

\*\* TO ASSURE PROPER CREDIT TO YOUR ACCOUNT FOR ONLINE OR PHONE PAYMENTS, \*\*  
\*\*\* PLEASE ENTER YOUR 12 DIGIT WATER/SEWER ACCOUNT NUMBER CAREFULLY. \*\*\*

Rate Schedule Available Upon Request

Remittance Address:  
UTILITIES SERVICES OF S.C.  
PO BOX 4509  
WEST COLUMBIA SC 29171-4539

For Service or Billing Inquiries Call:  
803-796-9545 OR 800-367-4314

To Pay By Credit or Debit Card, Call 1-877-527-7852.  
A Convenience Fee Will Be Charged.

Account Information			Description of Charges
Account #			PRIOR BALANCE \$0.00
Service Addr. 1010 WINDWOOD DR			SC DHEC FEE \$1.08
Bill Date 12/10/07 Due Date 01/04/08			WATER DISTRIBUTION CHARGE \$32.74
			DISTRICT WATER SUPPLY FEE \$35.72
Prior Read 10/13/07 392060			
Current Read 11/15/07 400250			
Usage		8190	
# of days this period		33	
Average daily usage		248	
Average daily water cost		\$1.02	
Average daily sewer cost		\$0.00	
Last Payment 11/14/07 \$56.38			
1 1/2% PER MONTH WILL BE ADDED TO ALL AMOUNTS NOT PAID BY THE DUE DATE. Please Pay			\$69.54

4,36

PLEASE PROVIDE YOUR SERVICE ADDRESS PHONE NUMBER

ON THE NET REMITTANCE FORM

SO WE MAY CONTACT YOU IN THE EVENT OF A SERVICE RELATED EMERGENCY.

\*\*\*\*\*

TO HELP US MAINTAIN SECURITY SURROUNDING YOUR DRINKING WATER SYSTEMS,  
PLEASE CALL OUR OFFICE AND THE POLICE IF YOU NOTICE SUSPICIOUS ACTIVITY.

\*\*\*\*\*

PAYMENT OPTIONS -- \$\$\$ -- WE CAN AUTOMATICALLY DRAFT YOUR PAYMENT FROM YOUR  
SAVINGS/CHECKING ACCOUNT FREE OF CHARGE. FOR INFORMATION, CALL OUR CUSTOMER  
SERVICE DEPARTMENT AT THE SERVICE & BILLING INQUIRY NUMBER LISTED ABOVE.

\*\*\*\*\*

TO PAY BY CREDIT, DEBIT (VISA & MASTERCARD) OR ELECTRONIC CHECK, CALL  
1-877-527-7852. PAYMENTS MADE ON ANY VISA CARD THAT CAN BE USED AS A DEBIT  
OR CREDIT CARD WILL BE PROCESSED AS A DEBIT CARD. PAY OVER THE INTERNET BY  
ACCESSING PAYBYINTERNET.COM. MAKE INTERNET PAYMENTS TO OUR PARENT COMPANY  
UTILITIES INC. THERE IS A FEE FOR THESE PAYMENT OPTIONS. \*\*\*\*\*

\*\*\*\*\* YOU MUST ALLOW FOR CREDIT/DEBIT CARD PROCESSING TIME. \*\*\*\*\*

\*\* TO ASSURE PROPER CREDIT TO YOUR ACCOUNT FOR ONLINE OR PHONE PAYMENTS, \*\*  
\*\*\*\* PLEASE ENTER YOUR 12 DIGIT WATER/SEWER ACCOUNT NUMBER CAREFULLY. \*\*\*\*

Rate Schedule Available Upon Request

UTILITIES SERVICES OF S.C. 803-796-9545 OR 800-367-4314  
PO BOX 4509 To Pay By Credit or Debit Card, Call 1-877-527-7852.  
WEST COLUMBIA SC 29171-4539 A Convenience Fee Will Be Charged.

Account Information			Description of Charges	
Account #	[REDACTED]		PRIOR BALANCE	\$0.00
Service Addr.	1010 WINDWOOD DR		SC DHEC FEE	\$1.08
Bill Date	10/30/07	Due Date 11/24/07	WATER DISTRIBUTION CHARGE	\$30.38
Prior Read	09/13/07	384920	DISTRICT WATER SUPPLY FEE	\$24.92
Current Read	10/13/07	392060		
Usage		7140		
# of days this period	30			
Average daily usage	238			
Average daily water cost	\$1.05			
Average daily sewer cost	\$0.00			
Last Payment	10/17/07	\$15.76		
1 1/2% PER MONTH WILL BE ADDED TO				
ALL AMOUNTS NOT PAID BY THE DUE DATE. Please Pay				\$56.38

PLEASE PROVIDE YOUR SERVICE ADDRESS PHONE NUMBER

ON THE NET REMITTANCE FORM

SO WE MAY CONTACT YOU IN THE EVENT OF A SERVICE RELATED EMERGENCY.

\*\*\*\*\*

TO HELP US MAINTAIN SECURITY SURROUNDING YOUR DRINKING WATER SYSTEMS,  
PLEASE CALL OUR OFFICE AND THE POLICE IF YOU NOTICE SUSPICIOUS ACTIVITY.

\*\*\*\*\*

PAYMENT OPTIONS -- \$\$\$ -- WE CAN AUTOMATICALLY DRAFT YOUR PAYMENT FROM YOUR  
SAVINGS/CHECKING ACCOUNT FREE OF CHARGE. FOR INFORMATION, CALL OUR CUSTOMER  
SERVICE DEPARTMENT AT THE SERVICE & BILLING INQUIRY NUMBER LISTED ABOVE.

\*\*\*\*\*

TO PAY BY CREDIT, DEBIT (VISA & MASTERCARD) OR ELECTRONIC CHECK, CALL  
1-877-527-7852. PAYMENTS MADE ON ANY VISA CARD THAT CAN BE USED AS A DEBIT  
OR CREDIT CARD WILL BE PROCESSED AS A DEBIT CARD. PAY OVER THE INTERNET BY  
ACCESSING PAYBYINTERNET.COM. MAKE INTERNET PAYMENTS TO OUR PARENT COMPANY  
UTILITIES INC. THERE IS A FEE FOR THESE PAYMENT OPTIONS. \*\*\*\*\*

\*\*\*\*\* YOU MUST ALLOW FOR CREDIT/DEBIT CARD PROCESSING TIME. \*\*\*\*\*

\*\* TO ASSURE PROPER CREDIT TO YOUR ACCOUNT FOR ONLINE OR PHONE PAYMENTS, \*\*

\*\*\*\* PLEASE ENTER YOUR 12 DIGIT WATER/SEWER ACCOUNT NUMBER CAREFULLY. \*\*\*\*

Rate Schedule Available Upon Request

**Utilities, Inc and Affiliated Companies**

UTILITIES SERVICES OF S.C.  
PO BOX 4509  
WEST COLUMBIA SC 29171-4539



Acct # [REDACTED]  
Due Date 09/23/07 Amount Paid  
Please Pay Credit Balance \$

MELANIE WILSON  
1010 WINDWOOD DR  
ANDERSON SC 29621

UTILITIES SERVICES OF S.C.  
PO BOX 4509  
WEST COLUMBIA SC 29171-4539

Service Address Telephone # Current # : (864) 224-9998

To insure proper credit, return this portion. Please do not staple, clip, or tape.

\*\*\*\* PLEASE VISIT OUR WEBSITE AT [www.uiwater.com](http://www.uiwater.com) \*\*\*\*

Remittance Address:  
UTILITIES SERVICES OF S.C.  
PO BOX 4509  
WEST COLUMBIA SC 29171-4539

For Service or Billing Inquiries Call:  
803-796-9545 OR 800-367-4314  
To Pay By Credit or Debit Card, Call 1-877-527-7852.  
A Convenience Fee Will Be Charged.

**Account Information**

**Description of Charges**

Account # [REDACTED]  
Service Addr. 1010 WINDWOOD DR  
Bill Date 08/29/07 Due Date 09/23/07  
Prior Read 07/14/07 371380  
Current Read 08/13/07 378100  
Usage 6720  
# of days this period 30  
Average daily usage 224  
Average daily water cost \$1.02  
Average daily sewer cost \$0.00  
Last Payment 08/22/07 \$53.70

PRIOR BALANCE	\$0.00
SC DHEC FEE	\$1.08
WATER DISTRIBUTION CHARGE	\$29.44
DISTRICT WATER SUPPLY FEE	\$15.09
DEPOSIT INTEREST	\$-2.63
APPLY DEPOSIT	\$-75.00

Glad I got it back but not sure  
why due to timing ~~same as~~ to docket 2007-286-  
WS  
being filed +  
made public

1 1/2% PER MONTH WILL BE ADDED TO  
ALL AMOUNTS NOT PAID BY THE DUE DATE. Credit Balance DO NOT PAY \$-32.02

PLEASE PROVIDE YOUR SERVICE ADDRESS PHONE NUMBER  
ON THE NET REMITTANCE FORM

SO WE MAY CONTACT YOU IN THE EVENT OF A SERVICE RELATED EMERGENCY.

\*\*\*\*\*

TO HELP US MAINTAIN SECURITY SURROUNDING YOUR DRINKING WATER SYSTEMS,  
PLEASE CALL OUR OFFICE AND THE POLICE IF YOU NOTICE SUSPICIOUS ACTIVITY.

\*\*\*\*\*

PAYMENT OPTIONS -- \$\$\$ -- WE CAN AUTOMATICALLY DRAFT YOUR PAYMENT FROM YOUR  
SAVINGS/CHECKING ACCOUNT FREE OF CHARGE. FOR INFORMATION, CALL OUR CUSTOMER  
SERVICE DEPARTMENT AT THE SERVICE & BILLING INQUIRY NUMBER LISTED ABOVE.

\*\*\*\*\*

TO PAY BY CREDIT, DEBIT (VISA & MASTERCARD) OR ELECTRONIC CHECK, CALL  
1-877-527-7852. PAYMENTS MADE ON ANY VISA CARD THAT CAN BE USED AS A DEBIT  
OR CREDIT CARD WILL BE PROCESSED AS A DEBIT CARD. PAY OVER THE INTERNET BY  
ACCESSING [PAYBYINTERNET.COM](http://PAYBYINTERNET.COM). MAKE INTERNET PAYMENTS TO OUR PARENT COMPANY  
UTILITIES INC. THERE IS A FEE FOR THESE PAYMENT OPTIONS. \*\*\*\*\*

\*\*\*\*\* YOU MUST ALLOW FOR CREDIT/DEBIT CARD PROCESSING TIME. \*\*\*\*\*

\*\* TO ASSURE PROPER CREDIT TO YOUR ACCOUNT FOR ONLINE OR PHONE PAYMENTS, \*\*  
\*\*\*\* PLEASE ENTER YOUR 12 DIGIT WATER/SEWER ACCOUNT NUMBER CAREFULLY. \*\*\*\*

Rate Schedule Available Upon Request

Remittance Address: UTILITIES SERVICES OF S.C.  
PO BOX 4509  
WEST COLUMBIA SC 29171-4539

Account Information  
Account # [REDACTED]  
Service Addr. 1010 WINDWOOD DR  
Bill Date 12/20/05 Due Date 01/14/06

Description of Charges	
PRIOR BALANCE	\$0.00
WATER	\$33.02
SC DHEC FEE	\$1.11

Prior Read 11/10/05 232490  
Current Read 12/11/05 239640  
Usage 7150  
# of days this period 31  
Average daily usage 231  
Average daily water cost \$1.10  
Average daily sewer cost \$0.00  
Last Payment 11/28/05 \$32.78

1 1/2% PER MONTH WILL BE ADDED TO ALL AMOUNTS NOT PAID BY THE DUE DATE. Please Pay \$34.13

First few bills after purchasing residence.

compare  
→ paid 77.78 on 1/30/09 for 8960 gallons increase of over 12670 in 9 yrs.

PLEASE PROVIDE YOUR SERVICE ADDRESS PHONE NUMBER ON THE NET REMITTANCE FORM SO WE MAY CONTACT YOU IN THE EVENT OF AN OPERATIONAL ISSUE OR SERVICE RELATED EMERGENCY.

\*\*\*\*\*

TO HELP US MAINTAIN SECURITY SURROUNDING YOUR DRINKING WATER SYSTEMS, PLEASE CALL OUR OFFICE AND THE POLICE IF YOU NOTICE SUSPICIOUS ACTIVITY.

\*\*\*\*\*

PAYMENT OPTIONS -- \$\$\$ -- WE CAN AUTOMATICALLY DRAFT YOUR PAYMENT FROM YOUR SAVINGS/CHECKING ACCOUNT FREE OF CHARGE. FOR INFORMATION, CALL OUR CUSTOMER SERVICE DEPARTMENT AT THE SERVICE & BILLING INQUIRY NUMBER LISTED ABOVE.

\*\*\*\*\*

TO PAY BY CREDIT, DEBIT (VISA & MASTERCARD) OR ELECTRONIC CHECK, CALL 1-877-527-7852. PAYMENTS MADE ON ANY VISA CARD THAT CAN BE USED AS A DEBIT OR CREDIT CARD WILL BE PROCESSED AS A DEBIT CARD. PAY OVER THE INTERNET BY ACCESSING PAYBYINTERNET.COM. MAKE INTERNET PAYMENTS TO OUR PARENT COMPANY UTILITIES INC. THERE IS A FEE FOR THESE PAYMENT OPTIONS. \*\*\*\*\*

\*\*\*\*\* YOU MUST ALLOW FOR CREDIT/DEBIT CARD PROCESSING TIME. \*\*\*\*\*

\*\*\*\*\* TO ASSURE PROPER CREDIT TO YOUR ACCOUNT FOR ONLINE OR PHONE PAYMENTS, \*\*\*\*\*

\*\*\*\*\* PLEASE ENTER YOUR 12 DIGIT WATER/SEWER ACCOUNT NUMBER CAREFULLY. \*\*\*\*\*

Rate Schedule Available Upon Request